

W-03511A-14-0304



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ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119104

Date: 10/6/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

ORIGINAL

Complaint By: First: David Last: Elsea

Account Name: David Elsea

Home:

Street:

Work:

City: Show Low

CBR:

State: AZ Zip: 85901

is: E-Mail

Utility Company: Navajo Water Co., Inc.

Division: Desert Utilities

Contact Name: Jason Williamson

Contact Phone:

Nature of Complaint:

OPPOSED DOCKET No. W-03511A-14-0304

From: Util-PublicComment
Sent: Monday, September 29, 2014 11:15 AM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: David Elsea
Date: 9/29/2014
Address:
Phone:
City/State/Zip: Show Low, Arizona 85901
Cell: NA

Docket: Navajo Water Rate increase Proposal

Docket No: W-03511A-14-0304

Utility: Navajo Water Company

Email:

Comments:

1. You make it virtually impossible for someone to comment as there are no docket #'s listed in the letter we received from Navajo Water Co. So people need to look up the docket # and it is hidden on some website which is a dirty way to start this process.
2. The fact that the water company has not had an increase in so many years is not a valid reason to ask for a new increase. It's not up to us to ask if the water company is doing well or not.
3. The water quality might meet the minimum standard, but that's not saying much. The water is so hard the water components wear out in an unreasonable amount of time. An example of this is we have lived here a year and been thru 3 coffee pots already due to the heating element getting clogged with calcium deposits. I have replaced one heating element in the water tank that is 2 years old. There is also a rotten egg smell that happens

Arizona Corporation Commission

DOCKETED

OCT 06 2014

DOCKETED BY

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DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

requiring a complete flushing of the tank.

4. We have had 4 water outages in the past year and no explanation of why.

5. This community is largely compiled of senior retired fixed income residents who can not afford an increase of more than 100%. The proposed increase of the water company amounts to more than doubling our basic water fee. That in itself is an outrage. The water company has been sold a number of times and again it's not our fault the new owners didn't do their homework and bought a company that may be plagued with problems.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

10/6/14 DOCKETED CLOSED

Complaint No. 119105 sent to company.

End of Comments

Date Completed: 10/6/2014

Opinion No. 2014 - 119104
